

Product Number: 4212.10.15**UDC SERVICE DESK**

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The service desk provides a single point of contact for new user setup, requests for new services, and restoration of services that have been interrupted. The service desk tracks unresolved issues, follows up on repeat issues and looks for trends that help decision makers. The service desk works to ensure that the right technical workers are assigned to each reported issue. The IT Director ensures that the UDC Service Desk complies with stated metrics and that problems are addressed.

The hours of support required for the UDC Service Desk are listed below.

Application	Support Hours	Days of Week
Local DTS UDC-Service Desk based upon staggered hours	7:00 AM to 5:30 PM	Monday thru Friday

Product Features and Descriptions

Feature	Description
Account Management	Accounts are maintained by the Service Desk Staff. This includes New Accounts, Moving Accounts between locations as staff move, processing Name Changes, Suspension of Access and Termination of Access to systems.

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Application Support	The DTS Service Desk offers basic application support. This includes granting and removing access, addressing functionality issues, technical advice and general information.
Change Management	Change management schedule will be monitored by the service desk and notifications of down time will be provided to users as needed.
Incident Management	<p>Incidents are recorded using a service desk software application system providing initial support, classification, and routing service to support groups when incidents are not closed at first call. The Service Desk will restore service minimizing the impact on business operations.</p> <p>Incidents will be forwarded on to second-line support staff that cannot be resolved by first-line support, requiring more than 20 minutes to resolve or local presence is required.</p> <p>Ownership of incidents stays with the first-line support staff until the incident is resolved allowing for monitoring, tracking, communication to users and ultimate incident resolution. Incidents can be reported to the UDC Service Desk via, phone, email or Internet.</p>
Problem Management	<p>Resolve underlying root-causes with a solution that will proactively reduce the number and/or impact of incidents.</p> <p>First time resolution at the service desk will be performed when possible in order to quickly restore service and incidents will be monitored to identify any problems that need to be referred to problem management.</p>
Reporting	Statistical reports on incident requests will be provided as per UDC request.

Features Not Included

Feature	Explanation
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Rates and Billing

Feature	Description	Base Rate
Service Desk	As listed under product features and descriptions	Included in the DTS Desktop / Service Desk approved rate.

Ordering and Provisioning

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Product Description

Service desk requests may be made via phone, email, fax or the Internet.

DTS Responsibilities

1. Set up new user accounts upon proper approval from DHRM and UMD and the receipt of completed logon forms.
2. Process terminations of user accounts upon proper approval from DHRM and UMD or notification from supervisors of contract employee and supervisor of inmates with computer accounts to the inmate network.
3. Suspend computer access upon notification from the Executive Office.
4. Move user access accounts upon written (email) request from the supervisor.
5. Process name changes to access accounts upon approval from DHRM and UMD.
6. Provide support for department standard applications.
7. Grant access to applications as per job specifications and supervisor requests.
8. Warranty maintenance calls will be facilitated by the service desk for covered equipment.
9. Time and material calls will be facilitated by the service desk after purchase order information is provided by the customer.
10. Troubleshoot application functionality for users.
11. Provide general application how to information for Department Standard applications.
12. Notify department staff via email of any computer changes or downtime that will affect users.
13. Enter all UDC Service Desk calls into tracking system.
14. Resolve incidents that are reported getting them resolved as quickly as possible.
15. Coordinate and track incidents that require being forwarded to second or third line support.
16. Communicate with users on calls that have been escalated to second or third line support, maintaining ownership of all incidents until they have been successfully resolved.
17. Track incidents trends monitoring them for potential problems that need to be reviewed by the problem management team.
18. Research problem tickets to determine root cause and implement permanent solutions.
19. Gather call ticket statistics for reporting to UDC Management. Prepare reports as requested.
20. Prepare installation tickets for new equipment and software as it is received. Scheduling the equipment with desktop support for installation.
21. Place computer hardware warranty calls with vendors, coordinating service of equipment for the end users.

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22. Place computer hardware maintenance calls on equipment with maintenance agreements, coordinating service for the end users.
23. Coordinate the installation of services such as VPN, Mobile Device Management, and others for users with DET services.
24. Use call tracking system as a knowledge base to resolve incidents and document problem resolutions.
25. Support the Board of Pardons and Parole with Help Desk needs as listed in the feature section.

Agency Responsibilities

1. Provide super user contact information to address O-TRACK application support to users.
2. Provide user O-TRACK user manuals to the Service Desk.
3. Provide authorization for user account changes. Provide as much notification as possible to the UDC Service Desk that change will be needed.
4. Provide purchase order information for time and material calls that need to be placed on equipment not covered under warranty or maintenance agreements.

DTS Service Levels and Metrics

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Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM / CACTUS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Note: Application Availability metrics for NORM/CACTUS, UDC COTS, and UDOCA are based on normal business hours (Monday – Friday 8 am – 5 pm).

For O-Track and M-Track the availability metrics are based on a 24 hour / day x 7 days / week schedule. However, after normal business hours only Desktop Support and Hosting staff provide on-call service to O-Track and M-Track systems. Due to the very low incidence of calls requiring Software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%

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Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied